



MEMORANDUM

DATE: March 18, 2002

TO: All Staff

FROM: State Personnel Board
Executive Office

SUBJECT: STATE PERSONNEL BOARD LANGUAGE POLICY

The State Personnel Board (SPB) is fully committed to providing equal access to departmental programs and services to persons who are Limited English Proficient (LEP) in accordance with the Dymally-Alatorre Bilingual Services Act. All SPB staff are responsible for ensuring that all persons, including those who are LEP, are provided equal access to the available services and information of SPB.

Every effort must be made to identify LEP clients as early as possible during initial contacts. LEP clients must be offered an opportunity to request an interpreter, who will be provided by SPB at no cost to the client. Additionally, translated written materials must be provided to the client whenever they are available. Staff must also attempt to ensure that there is no significant delay in service to the client during this translator process. Complaints regarding interpreter/translation services must be resolved quickly and fairly.

The following efforts are intended to ensure compliance with this policy:

- Staff have been identified in a number of units to assist LEP clients. These include SPB certified bilingual staff, who may be able to provide interpreter/translation services to the LEP client; Bilingual Services Program staff, who can assist LEP clients and departmental programs with language assistance policy issues; and Personnel Office staff, who are responsible for SPB's language assistance coordination needs and resolution of interpreter/translator complaints (see attached listing).
- Implementation of contract services with Network Omni to provide language assistance services statewide through a toll-free telephone number (800-832-0830) that is accessible Monday through Friday, from 8 a.m. through 5 p.m., Pacific Standard Time.

- SPB staff whose primary responsibility is direct contact with the public are provided training and written instructions, including information regarding the Network Omni Translation Line to ensure their ability to connect any caller to the appropriate interpreter within five minutes.
- Posters are prominently displayed throughout SPB, advising LEP clients in their own languages, of the availability of interpreters and translated materials.
- Written translated materials are available through the Bilingual Services Program and on the SPB Web site.

Please familiarize yourself with the contents of this policy memo to ensure timely and effective service in this area. If you have any questions please contact Maria Flores, (916) 653-0446 or Juana Lopez-Rodriguez in the Bilingual Services Program at (916) 653-1721, TDD (916) 653-1498. Individuals with complaints regarding translator services may contact Roberta Sandoval at (916) 653-0155.

Walter Vaughn
Executive Officer

Attachment

SPB CERTIFIED BILINGUAL STAFF:

Ignacio Armenta	651-6690	Spanish
Dora Aguilar	653-1706	Spanish
Juanita Escutia	651-8374	Spanish
Rosie Jauregui	653-1827	Spanish
Rose Liu	651-8417	Chinese-Mandarin
Juana Lopez-Rodriguez	653-1721	Spanish
Elisa Martinez	653-1705	Spanish
Enrique Ramirez	653-7178	Spanish

SPB BILINGUAL SERVICES PROGRAM STAFF:

Ignacio Armenta	651-6690
Juanita Escutia	651-8374
Rose Liu	651-8417
Juana Lopez-Rodriguez	653-1721
Enrique Ramirez	653-7178

SPB PERSONNEL OFFICE STAFF:

Maria Flores, APA, SPB Language Assistance Coordinator	653-0446
Roberta Sandoval, Personnel Officer, Interpreter/Translator Complaints	653-0155

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